



Baycrest

Endowment Funds:
A Lifeline for Older Adults

THANK YOU!

COVID-19 has had a devastating impact on the mental and physical health of older adults all over the world. At Baycrest, we continue to follow the best infection prevention and control (IPAC) protocols and do everything within our power to keep our vulnerable population safe, healthy and socially connected. It is your generosity and continued support that has enabled us to do this important work.



Your funds have helped spur on the development and launch of technology-based solutions at Baycrest and throughout our community. Leveraging our dynamic foundation of innovation, Baycrest has been able to rise to the challenge, expand access, and reach those who are not able to come to us.

In the following pages, you will learn about Baycrest's Telemedicine Rapid Implementation (TRIM) team, which was formed and mobilized in the first days of the pandemic to introduce eVisits and virtual social and recreational programs to address the well-being of residents, patients and people in the community. Leaders from across Baycrest have come together to take on the challenges of COVID-19, and our frontline workers and staff are working tirelessly to keep our community members as safe and socially connected as possible.

We could not have done it without you! Your fund ensures that older adults have a semblance of normalcy and are able to find the support they need as they cope with the stress of the pandemic.

Patients, clients, staff and frontline workers at Baycrest are deeply appreciative of your dedication and generosity. On their behalf, we extend our sincere and heartfelt gratitude.

All the best,

A handwritten signature in blue ink that reads "Josh Cooper". The signature is fluid and cursive.

Josh Cooper
President and CEO, Baycrest Foundation

CARE

Baycrest's personalized and comprehensive approach to wellness has supported healthy aging for over a hundred years. While this year has been unlike any other and presented many new challenges, we have responded quickly and methodically to the changing health and safety requirements to keep our campus safe from the COVID-19 virus.

Immediately after the pandemic was declared by the World Health Organization (WHO), teams across Baycrest worked hard to expand telemedicine offerings and implement distancing measures to keep everyone safe. Baycrest is testing all its residents, patients and staff for COVID-19, and has implemented screening measures to help keep the virus out.

Patient Safety and Health

From the very beginning of the pandemic, Baycrest worked closely with system partners locally, provincially and nationally to control the spread of the virus. We acted quickly and adapted our operations overnight to keep everyone safe. Baycrest began actively screening all individuals entering campus in early March and implemented distancing measures as soon as the recommendations from public health authorities were delivered. The screening assesses temperature and ensures that visitors and staff inform Baycrest of their travel history and possible contact with a confirmed or probable case of COVID-19. Anyone who answers “yes” to any screening question or fails the temperature check is not permitted on campus.

Following the highest infection prevention and control (IPAC) standards, Baycrest has implemented universal masking and universal eye protection across its campus for staff. Visitors to campus are required don masks that are provided at the door and personal eye protection that they receive on the respective floor of their visit. Thanks to donor support, we have been able to secure personal protective equipment that allows staff to suit up in the appropriate equipment.



Virtual Care and Wellness

In March 2020, the Telemedicine Rapid Implementation (TRIM) team was established by Baycrest CTO and VP of Innovation, Ron Riesenbach and Baycrest VP of Education, Dr. David Conn to adapt programming and services and support IPAC measures on campus. The TRIM team brought together departments from across Baycrest to ramp up clinical telemedicine for inpatients and residents, and for outpatients in their homes:

- Physicians were equipped with laptops and other resources for telemedicine visits, including instructions on the use of digital stethoscopes.
- A training toolkit was created with instructions for using Zoom and the Ontario Telemedicine Network (OTN) and troubleshooting tips.
- Resources were made available in a new Virtual Care Resource Centre on the Intranet Site.
- Supports were put in place to ensure clinical appointments were recorded and filed in medical records.
- Training and support are ongoing for physicians via the OTN and Zoom platforms.





eVisits to Connect Residents with Loved Ones

The TRIM team created, designed and launched a service to allow family members to virtually visit their loved ones living at Baycrest, including the Baycrest Hospital, The Apotex Centre, Jewish Home of the Aged, and the Terraces of Baycrest.

The service provided end-to-end support for families and clients, including a booking office and a team of clinical liaisons that visited patients in their room to facilitate video or audio calls. The team created a service that reduced the technical and cost barriers of having a visit: users could use the technology and software of their choice (from telephone and tablets to FaceTime and Zoom). The program allowed families, clients, residents and patients to schedule virtual events and gatherings, including birthdays and anniversaries.

Baycrest@Home

Caregiver Support

Baycrest@Home, in partnership with the Baycrest Foundation, launched a series of monthly webinars focusing on families supporting their loved ones. The teams have held six webinars drawing over 700 participants:

- Resiliency Training for Family Caregivers: Standing Up to COVID-19
- Insights into Caregiving: Understanding this Challenging Role
- Caregiving 101: What You Need to Know if You are a Family Caregiver
- The Sandwich Generation: Caring for the Caregiver During COVID-19
- How To Initiate Difficult Family Conversations
- Combating Isolation Through Self-Care in the Age of COVID-19



Virtual Adult Day Program

This year, Baycrest was forced to cancel recreation and social programming due to COVID-19, leaving many Baycrest clients and community members struggling with social isolation. To meet the needs of older adults, Baycrest@Home launched a Virtual Adult Day Program to help clients who benefit from recreational therapy, health services and social interaction. The program was launched as a pilot for 50 clients previously registered with the Freeman Centre and the Mountainview Club at Baycrest. As the service matures, it will be scaled out to other at-risk members of the community, including existing Baycrest@Home pilot participants.

Helping Older Adults in the Community

Baycrest is helping older adults in the community through its participation in two Ontario Health Teams (OHT) - the North York Toronto OHT and the North Toronto OHT. Both teams are focusing on patient groups with complex needs in their surrounding communities, including frail seniors, those with mental health and addiction issues and those nearing end of life. Through its participation in the two OHTs, Baycrest is leading a COVID-19 Community Response team that has established clinical spaces in a number of Toronto Community Housing buildings to support their Senior Housing Unit, which houses close to 16,000 seniors across the city.

The team is working to redeploy specialized geriatric services and primary physicians to tenants, provide primary healthcare services, support social distancing and infection prevention and control practices among older adults while mitigating unnecessary emergency department visits in North Toronto. Other solutions being supported include virtual care capabilities for tenants who may not have access or aptitude with digital devices but can still interact with health professionals. These efforts will help flatten the curve and provide much-needed support to our healthcare system.



Virtual Behavioural Medicine Program

For many years now, severe responsive behaviours, aggression, confusion, hallucination and depression, found in individuals with dementia have been a growing public health concern in Canada. Today, in the current climate of the COVID-19 pandemic, patients suffer even more because responsive behaviours are spiralling due to disrupted routines and limited access to therapy and social interaction.

Dr. Morris Freedman, behavioural neurologist and Mindy Halper, nurse clinician at Baycrest are tackling this crisis through the Virtual Behavioural Medicine Program, a pilot project involving Baycrest's Sam & Ida Ross Memory Clinic and Behavioural Support for Seniors Program TC-LHIN (BSSP TC-LHIN). This novel approach led by Dr. Freedman has reduced the need for those clearly requiring admission to specialized behavioural units by about 80 per cent. The program has demonstrated remarkable success because its virtual format has enabled the team to respond quickly to support clients, foster collaboration with system partners, and provide caregivers with the support they need. Since the program's launch this year, the Baycrest Behavioural Neurology Unit's one-year waitlist has been eliminated. Physicians and caregivers are seeing a major improvement in patients' behaviours as care is available as soon as behaviours are triggered.

PROGRAM ENRICHMENT

Experts, leaders and creatives came together at Baycrest to keep older adults healthy, active and socially engaged through virtual programs.

National Ballet School

Canada's National Ballet School (NBS) partnered with Baycrest to offer a free six-week dance course for seniors as a pilot, empowering older adults to engage in activities from their home. Classes, taught by professional dance teachers from NBS, are accompanied by a live musician. A variety of movement options are available, with each dance class about 20 minutes in length. Baycrest and NBS have registered over 450 participants in this exciting program.



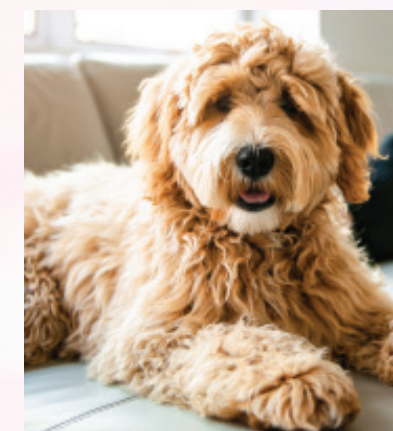
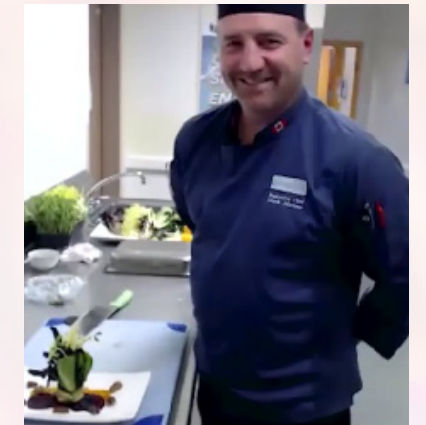
Art with Ian

The Baycrest Foundation launched "Art with Ian," virtual art classes with Ian Leventhal, artist and Baycrest Foundation staff member. The program is helping community members explore their creative side and providing opportunities for social engagement. Since the program's launch, three virtual art classes have been held through Zoom, drawing a total of 500 participants.



Cooking with Chef Derek

Red Seal-certified Baycrest Chef Derek Martens hosted two virtual cooking class demonstrations for patients, residents and donors. "Great session today! A big thank you to you, Chef Derek and the rest of the team." Program Participant, May 21, 2020



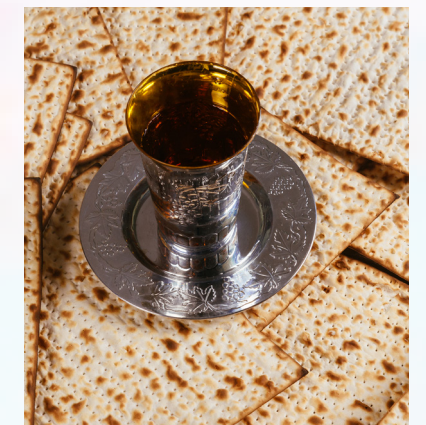
Pet therapy

Pet therapy has long been touted as valuable programming for older adults, helping to alleviate anxiety, decrease risks of depression, and reduce feelings of loneliness. Due to physical distancing measures, Baycrest's volunteer department launched a virtual pet therapy program through FaceTime.

Spiritual Care

Passover

In light of the safety measures to protect everyone at Baycrest, this year, apart from essential visitors, families were not able to visit during Passover. To keep our residents and patients connected with their familiar traditions, Baycrest created a warm, home-like setting at Baycrest. On April 8 and 9, all Apotex residents and hospital patients were served a traditional Passover meal. Baycrest Director of Spiritual Care, Rabbi Dr. Geoffrey Haber, conducted a virtual Passover Seder service through a pre-recorded video shot in the Wolinsky Synagogue on our campus. The video was posted and broadcast across campus for our residents and patients, and online by Zoomer Media's VisionTV channel.



High Holidays

Baycrest's Spiritual Care Department adapted its programming for Rosh Hashanah, Yom Kippur, Sukkot, Shemini Atzeret and Simchat Torah to provide opportunities for meaningful engagement during the holidays. Pre-recorded Traditional and Reform services were available on smart TVs, Channel 988 and iPads for Rosh Hashanah and Yom Kippur.



Additionally, Orthodox educational sessions pertaining to the holidays were available leading up to the days of Yontif. Services for Sukkot, Shemini Atzeret and Simchat Torah were streamed in partnership with local community synagogues, enabling Baycrest to deliver much desired holiday celebrations and observances. Along with the religious services delivered virtually, Apotex residents and hospital patients were served a traditional festive meals for Rosh Hashanah, Yom Kippur, Sukkot, Shemini Atzeret and Simchat Torah.

Toronto Symphony Orchestra Pilot

Twelve Toronto Symphony Youth Orchestra (TSYO) members signed up to volunteer their time and immense talent for two sessions per week in a six-week pilot project at Baycrest. They received training on the use of music in care homes and effective communication with older adults through Room 217, a music-based health arts organization. The sessions included a performance of five pieces of music with a discussion in between about the composer and the musician's experiences.



In mid-May, Anika Grieve played the cello for Marjorie Francoz, 85, a resident of the Apotex Centre, Jewish Home for the Aged. Marjorie's daughter Dana also took part in the half-hour Zoom call.

"It was magical," Dana said. "I was almost in tears through the whole thing. I haven't seen my mom smile like that in months!"

RESEARCH

The Rotman Research Institute (RRI) continues to make great strides in the field of aging and brain health, discovering information that will serve our seniors well for many years to come. In addition to continuing our important work related to the aging brain, we are proud of the unique contributions many of our researchers are making to understand and address the impacts of COVID-19 on aging and brain health:

COVID-19's Impact on Brain Health

In partnership with the Centre for Addiction and Mental Health (CAMH), Dr. Linda Mah, clinician scientist at RRI, is examining the effects of the pandemic and physical distancing on the mental health of older adults. In another study, RRI researchers Drs. Jennifer Ryan and Rosanna Olsen are looking at the possible effects of the pandemic on the trajectory to dementia in older adults. These studies will increase our understanding of the risks posed to older adults' brain health during the pandemic, allowing public health officials to make informed decisions on how best to implement community-wide restrictions to mitigate the impact of COVID-19.

In addition, RRI researchers Drs. Jean Chen, Asaf Gilboa and Allison Sekuler are working with the Sunnybrook Research Institute and other organizations across Canada to investigate COVID-19's impact on the brain, using clinical assessments and magnetic resonance imaging (MRI) of the brain in recovered COVID-19 patients. The results of this study will allow experts to direct patients in need towards neurointerventions and treatments as early as possible. They will also enable us to prepare for the possible longer term consequences of the virus.

Predicting Brain Health

Dr. Randy McIntosh, senior scientist at Baycrest, has been awarded a Canadian Institutes of Health Research (CIHR) grant to develop an innovative model that can simulate changes in the brain to predict brain health. The model will be based on brain imaging data from 700 healthy individuals ranging from 18 to 87 years of age, collected by the Cambridge Centre for Aging and Neuroscience, and will be created using the Virtual Brain.

A unique, open-source modelling platform that captures intricate details of the brain's structure and function through the collection of imaging data, The Virtual Brain is the product of years of development by Dr. McIntosh and his international team of colleagues. The model will have two basic utilities: showing how the brain ages healthily, and predicting individuals' brain health as they get older.

Hearing Loss and the Brain

Dr. Björn Herrmann, a psychologist and cognitive neuroscientist specializing in hearing and aging, has joined RRI as the new Tier II Canada Research Chair in Auditory Aging. Our ears and brains work together to isolate relevant sounds, such as a friend's voice in a busy restaurant, from other sounds, such as background music and other people's conversations. Many older adults develop hearing loss as they age, which negatively impacts this crucial ability to isolate sound from background noise in day-to-day communication. Hearing loss not only puts them at risk for social isolation, but also increases their chances of developing dementia.

At Baycrest, Dr. Herrmann will explore the brain mechanisms that signal hearing difficulties within noisy environments and how these are linked to cognitive decline. "The first signs of hearing difficulties, such as requiring greater effort to comprehend speech in crowded places, often become apparent more than a decade before hearing loss is diagnosed," says Dr. Herrmann.

"If we better understand the mechanisms underlying hearing loss and identify hearing challenges earlier, we can treat people earlier and better."

Determining Alzheimer's Risk

A study recently published by Baycrest and University of Toronto researchers has found Alzheimer's disease risk isn't exclusively linked to genetics.

The study examined Alzheimer's disease among identical triplets, and the results indicate that despite sharing the same DNA, two of the triplets developed Alzheimer's while one did not. The two triplets that developed Alzheimer's were diagnosed in their mid-70s.



"These findings show that your genetic code doesn't dictate whether you are guaranteed to develop Alzheimer's," says Dr. Morris Freedman, a senior author on the paper, head of neurology at Baycrest and scientist at RRI.

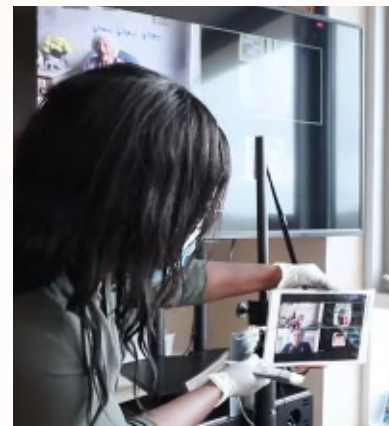
"There is hope for people who have a strong family history of dementia since there are other factors, whether it's the environment or lifestyle, we don't know what it is, which could either protect against or accelerate dementia."

INNOVATION

Although the COVID-19 pandemic has been devastating for the long-term care sector, Baycrest has been able to weather the storm of the pandemic through compassion, collaboration, and innovation. Senior leaders from across Baycrest have deployed numerous digital strategies and launched initiatives to support our residents, staff, and community to keep them safe, engaged and fulfilled.

Telemedicine Rapid Implementation (TRIM)

The TRIM team has led and supported initiatives to scale virtual care services across campus and in the community to create novel telemedicine technologies, the new eVisit program for residents to stay in contact with their loved ones, and virtual social engagement and recreation initiatives to help mitigate the social isolation of adults in our community.



Highlights

30,000+
virtual care
sessions
conducted*

62
t-Carts
assembled
and deployed

50+
physicians
trained for
virtual care

\$600K+
equipment
procured

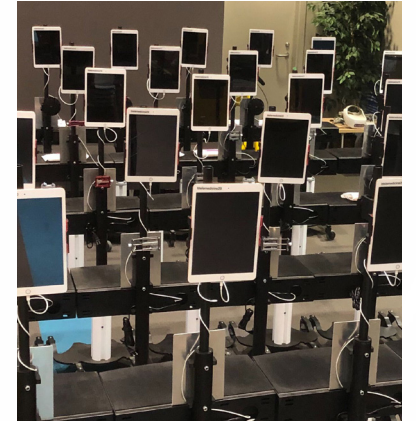
20
policies/guides
created

6
how-to
training videos
created

**Includes sessions from January 1 to October 27, 2020*

tCarts

Few could predict the enormity of the pandemic's impact on our lives and the lives of the older adults in our community. While confronting the challenges of this historic period, Baycrest staff were tasked with continuing to provide excellent care during the most unprecedented time in recent history. In the span of a few short weeks, the telemedicine cart -the tCart - was created. Comprised of an iPad, iPhone, speakers, an amplifying system for the hearing impaired, and a digital stethoscope on a mobile cart, tCarts enabled physicians to see their clients any time, any place. From checkups to rounds, tCarts have become an integral innovation at Baycrest. To date, 62 tCarts have been created and used across campus and in the community.



What's Next Canada Conference

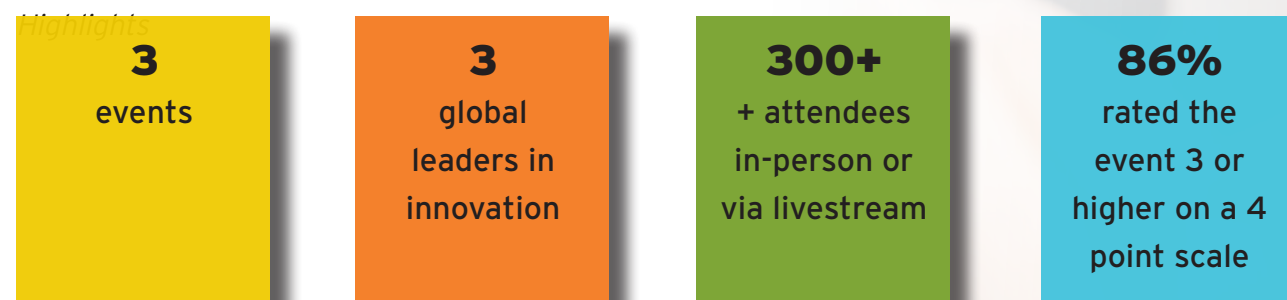
In mid-March 2020, when the global pandemic was declared, the Baycrest-led Centre for Aging + Brain Health Innovation (CABHI) quickly pivoted the conference to become a successful virtual event with 43 international speakers and thought leaders, and a global pitch competition.

What's On Your Mind?

This year, CABHI conducted a series of community discussions, titled "What's On Your Mind?" across Canada to more deeply understand the lived experience of older adults, their caregivers and frontline healthcare workers. Having now connected with hundreds of people – in person and virtually – through the initiative, and with a global pandemic highlighting the needs of older adults and the role advanced technology has in improving their lives, CABHI's proprietary understanding is ready to be scaled. With the ambassadorship of its Seniors Advisory Panel, an experienced Toronto-based group of co-designers, CABHI will bring older adults, caregivers and frontline healthcare workers together with innovators from around the world, virtually and in real life, to collaborate on accessible and equitable solutions for the most important aging, brain health and dementia priorities.

Innovation Rounds

In collaboration with CABHI, the Baycrest Innovation Office (BIO) co-sponsored and organized three Innovation Rounds. Modelled after clinical rounds, the purpose of Innovation Rounds is to showcase novel ideas, innovations and technologies related to senior care that would improve the patient and resident experience and/or operational effectiveness.



EDUCATION

Baycrest continues to lead the way as a distributor of knowledge in senior care and aging solutions. In the last year, we strived to provide an exceptional learning experience, and expanded our reach and knowledge through integrative and innovative education methods.

Supporting Long Term Care (LTC) homes during COVID-19

The Ontario Centres for Learning, Research and Innovation (CLRI) in Baycrest's Centre for Education, in partnership with the Ontario COVID Education TaskForce, developed content for a learning management system to facilitate redeployment of healthcare workers.

The system, implemented across Ontario, is quickly and safely bridging knowledge from current practice to the specialized care of residents living with frailty, in order to shore up LTC home staffing levels. The site continues to be updated with skill sets and education for more LTC team member roles.



Patient Family and Consumer Education (PFCE)

The PFCE program is bridging the health knowledge gap of older adults by supporting clients, residents, families and caregivers to become informed, active partners in their healthcare. A growing suite of new resources, including informational brochures, workbooks, guides and activation tools have been developed to strengthen patient and family partnership in care, self-management of health conditions and to support facilitation of learning at the bedside.

This year, the “teach-back” method, a communication confirmation method to ensure patient and family understanding of health information, was taught to over 280 registered nurses and registered practical nurses at Baycrest. The program received national recognition as a Leading Practice with Accreditation Canada, and an International Health Literacy Award from the Institute for Healthcare Advancement.

Health Information Portal

Baycrest's Centre for Education, in collaboration with the Marketing & Communication Department and with the support of donor funds, launched a new Health Information portal in conjunction with National Health Literacy Month in October 2020. The portal provides resources, links and tools in multiple formats from Baycrest experts and vetted external resources of value.

The portal provides easy access to education resources currently on baycrest.org with excellent navigation and usability. It gives staff access to reliable and up-to-date health information relevant to practice and supports client and family partnership in care by allowing staff to refer interested clients to this trusted site.

Project Extension of Community Health Outcomes (ECHO) Care of the Elderly

Baycrest's Project ECHO is a hub and spoke model of knowledge dissemination connecting primary care providers in remote Ontario communities to an interprofessional specialized geriatric team at Baycrest. This year, the team increased program enrolment of health workers and piloted a 6-week dementia series in partnership with the Alzheimer Society of Ontario.

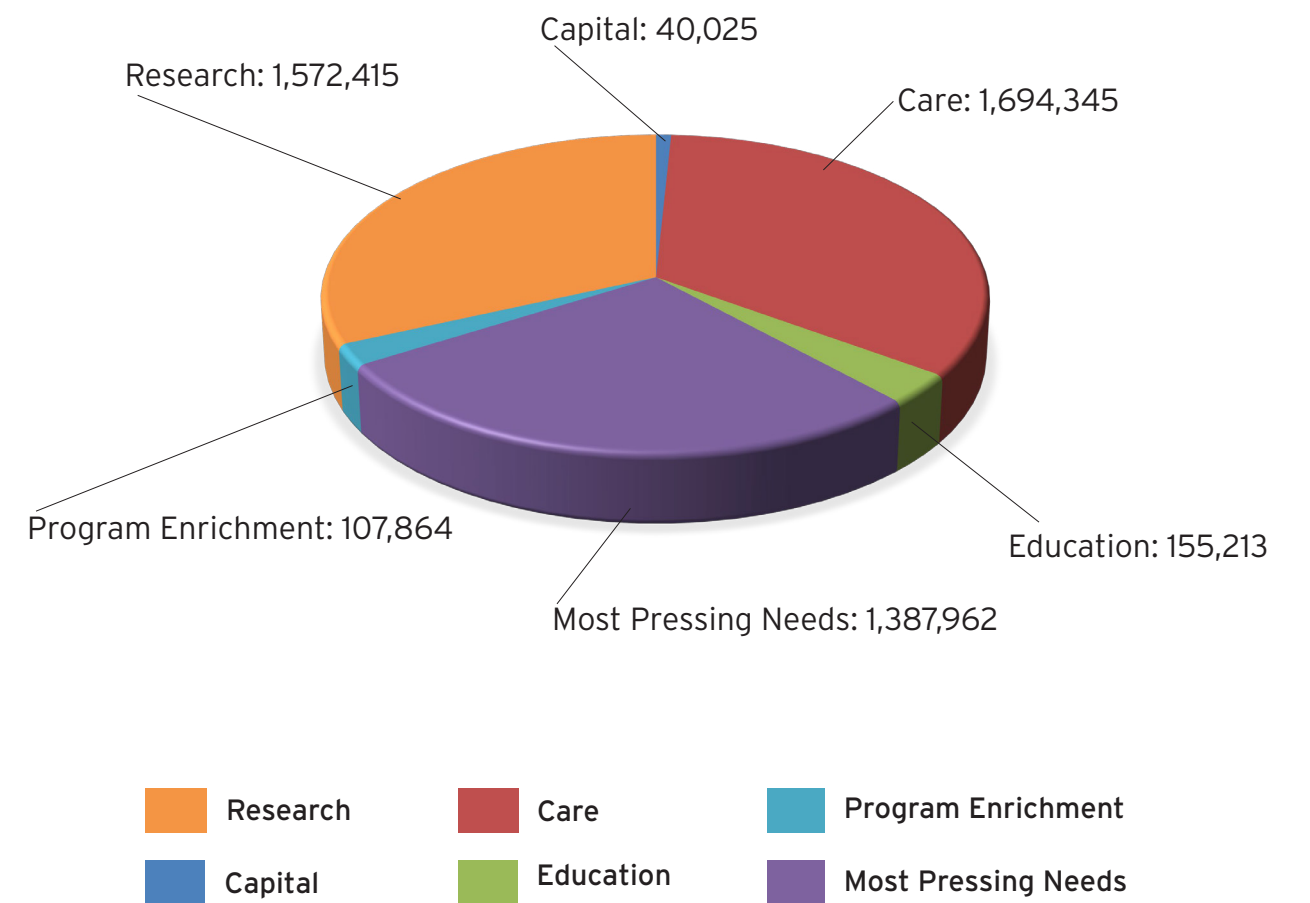
Highlights

32%
increase
in the
number
of spoke
sites

36%
increase
in
learning
partners

32%
hours of
continuing
professional
development
credits awarded

ENDOWMENT FUND GRANTS FISCAL 2019-2020



A total of 1,861 endowment funds provided \$4,957,824 in annual grants. The chart shows how the funds were allocated. In addition, impact funds and covenant funds provided \$137,503 in grants to programs at Baycrest.



Baycrest

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